

Appendix A Reporting Scope

Standard Service Order Activities <i>These are the generic BST CLEC service order activities which are included in the Pre-Ordering, Ordering, and Provisioning sections of this document. It is not meant to indicate specific reporting categories.</i>	<ul style="list-style-type: none">• New Service Installations• Service Migrations Without Changes• Service Migrations With Changes• Move and Change Activities• Service Disconnects (Unless noted otherwise)
Pre-Ordering Query Types:	<ul style="list-style-type: none">• Address• Telephone Number• Appointment Scheduling• Customer Service Record• Feature Availability
Report Levels	<ul style="list-style-type: none">• CLEC State• CLEC Region• Aggregate CLEC State• Aggregate CLEC Region• BST State• BST Region

Appendix B: Glossary of Acronyms and Terms

A	ACD	Automatic Call Distributor - A service that provides status monitoring of agents in a call center and routes high volume incoming telephone calls to available agents while collecting management information on both callers and attendants.
	AGGREGATE	Sum total of all items in like category, e.g. CLEC aggregate equals the sum total of all CLECs' data for a given reporting level
	ASR	Access Service Request - A request for access service terminating delivery of carrier traffic into a Local Exchange Carrier's network.
	ATLAS	Application for Telephone Number Load Administration System - The BellSouth Operations System used to administer the pool of available telephone numbers and to reserve selected numbers from the pool for use on pending service requests service orders.
	ATLASTN	ATLAS software contract for Telephone Number
B	BILLING	The process and functions by which billing data is collected and by which account information is processed in order to render accurate and timely billing.
	BOCRIS	Business Office Customer Record Information System - A front-end presentation manager used by BellSouth organizations to access the CRIS database.
	BRС	Business Repair Center - The BellSouth Business Systems trouble receipt center which serves large business and CLEC customers.
	BST	BellSouth Telecommunications, Inc.
C	CKTID	A unique identifier for elements combined in a service configuration
	CLEC	Competitive Local Exchange Carrier
	CMDS	Centralized Message Distribution System - Bellcore administered national system used to transfer specially formatted messages among companies.
	COFFI	Central Office Feature File Interface - A BellSouth Operations System database which maintains Universal Service Order Code (USOC) information based on current tariffs.
	COFIUSOC	COFFI software contract for feature service information
	CRIS	Customer Record Information System - The BellSouth proprietary corporate database and billing system for non-access customers and services.
	CRSACCTS	CRIS software contract for CSR information
	CSR	Customer Service Record
	CTTG	Common Transport Trunk Group - Final trunk groups between BST & Independent end offices and the BST access tandems.

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D	DESIGN	Design Service is defined as any Special or Plain Old Telephone Service Order which requires BellSouth Design Engineering Activities
	DISPOSITION & CAUSE	Types of trouble conditions, e.g. No Trouble Found, Central Office Equipment, Customer Premises Equipment, etc.
	DLETH	Display Lengthy Trouble History - A history report that gives all activity on a line record for trouble reports in LMOS
	DLR	Detail Line Record - All the basic information maintained on a line record in LMOS, e.g. name, address, facilities, features etc.
	DOE	Direct Order Entry System - An internal BellSouth service order entry system used by BellSouth Service Representatives to input business service orders in BellSouth format.
	DSAP	DOE (Direct Order Entry) Support Application - The BellSouth Operations System which assists a Service Representative or similar carrier agent in negotiating service provisioning commitments for non-designed services and UNEs.
	DSAPDDI	DSAP software contract for schedule information
E	E911	Provides callers access to the applicable emergency services bureau by dialing a 3-digit universal telephone number.
	EDI	Electronic Data Interchange - The computer-to-computer exchange of inter and/or intra company business documents in a public standard format.
F	FLOW-THROUGH	In the context of this document, orders that are processed mechanically without human intervention.
	FOC	Firm Order Confirmation - A notification returned to the CLEC confirming that the LSR has been received and accepted, including the specified commitment date.
G		
H	HAL	"Hands Off" Assignment Logic - Front end access and error resolution logic used in interfacing BellSouth Operations Systems such as ATLAS, BOCRIS, LMOS, PSIMS, RSAG and SOCS.
	HALCRIS	HAL software contract for CSR information
I	ISDN	Integrated Services Digital Network
K		

Appendix B: Glossary of Acronyms and Terms

L	LCSC LEGACY SYSTEM LENS	Local Carrier Service Center - The BellSouth center which is dedicated to handling CLEC LSRs, ASRs, and Preordering transactions along with associated expedite requests and escalations Term used to refer to BellSouth Operations Support Systems (see OSS)
	LEO	Local Exchange Negotiation System - The BellSouth LAN web server OS application developed to provide both preordering and ordering electronic interface functions for CLECs
	LESOG	Local Exchange Service Order Generator - A BellSouth system which accepts the service order output of LEO and enters the Service Order into the Service Order Control System using terminal emulation technology.
	LMOS	Loop Maintenance Operations System - A BellSouth Operations System which stores the assignment and selected account information for use by downstream OSS and BellSouth personnel during provisioning and maintenance activities
	LMOS HOST LMOSupd LNP	LMOS host computer LMOS updates Local Number Portability - In the context of this document, the capability for a subscriber to retain his current telephone number as he transfers to a different local service provider.
	LOOPS	Transmission paths from the central office to the customer premises.
	LSR	Local Service Request - A request for local resale service or unbundled network elements from a CLEC.
M	MAINTENANCE & REPAIR MARCH	The process and function by which trouble reports are passed to BellSouth and by which the related service problems are resolved. A BellSouth Operations System which accepts service orders, interprets the coding contained in the service order image, and constructs the specific switching system Recent Change command messages for input into end office switches.
N	NC	"No Circuits" - All circuits busy announcement

Appendix B: Glossary of Acronyms and Terms

O	OASIS OASISBSN OASISCAR OASISLPC OASISMTN OASISNET OASISOCP ORDERING OSPCM OSS OUT OF SERVICE	Obtain Availability Services Information System - A BellSouth front-end processor which acts as an interface between COFFI and RNS. This system takes the LSOCS in COFFI and translates them to English for display in RNS. OASIS software contract for feature service OASIS software contract for feature service The process and functions by which resale services or unbundled network elements are ordered from BellSouth as well as the process by which an LSR or ASR is placed with BellSouth. Outside Plant Contract Management System - Provides Scheduling Information. Operations Support System - A support system or database which is used to mechanize the flow or performance of work. The term is used to refer to the overall system consisting of hardware complex, computer operating system(s), and application which is used to provide the support functions. Customer has no dial tone and cannot call out.
P	POTS PREDICTOR PREORDERING PROVISIONING PSIMS PSIMSORB	Plain Old Telephone Service The BellSouth Operations system which is used to administer proactive maintenance and rehabilitation activities on outside plant facilities, provide access to selected work groups (e.g. RRC & BRC) to Mechanized Loop Testing and switching system I/O ports, and provide certain information regarding the attributes and capabilities of outside plant facilities. The process and functions by which vital information is obtained, verified, or validated prior to placing a service request. The process and functions by which necessary work is performed to activate a service requested via an LSR or ASR and to initiate the proper billing and accounting functions. Product/Service Inventory Management System - A BellSouth database Operations System which contains availability information on switching system features and capabilities and on BellSouth service availability. This database is used to verify the availability of a feature or service in an NXX prior to making a commitment to the customer. PSIMS software contract for feature service
Q		
R	RNS RRC RSAG RSAGADDR RSAGTN	Regional Negotiation System - An internal BellSouth service order entry system used by BellSouth Consumer Services to input service orders in BellSouth format. Residence Repair Center - The BellSouth Consumer Services trouble receipt center which serves residential customers. Regional Street Address Guide - The BellSouth database which contains street addresses validated to be accurate with state and local governments. RSAG software contract for address search RSAG software contract for telephone number search

Appendix B. Glossary of Acronyms and Terms

S	SOCS	Service Order Control System - The BellSouth Operations System which routes service order images among BellSouth drop points and BellSouth Operations Systems during the service provisioning process
	SOIR	Service Order Interface Record - any change effecting activity to a customer account by service order that impacts 911/E911.
T	TAFI	Trouble Analysis Facilitation Interface - The BellSouth Operations System which supports trouble receipt center personnel in taking and handling customer trouble reports.
	TN	Telephone Number
U	UNE	Unbundled Network Element
V		
W	WTN	A unique identifier for elements combined in a service configuration
X		
Y		
Z		
Σ		Sum of:

Pre-Ordering and Ordering OSS

Reports Tab

- | | |
|---------------------------------|---|
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| • OSS Interface Availability | 2 |

Pre-Ordering and Ordering OSS

REPORT: AVERAGE RESPONSE INTERVAL
REPORT PERIOD 03/01/1998 - 03/29/1998

SYSTEM	BST (RNS)				CLEC (LENS)			
	< 2.3 SECONDS	> 6 SECONDS	AVERAGE SECONDS	# OF CALLS	< 2.3 SECONDS	> 6 SECONDS	AVERAGE SECONDS	# OF CALLS
- RSAG								
- BY TN	95.62%	2.07%	2.57	182904	94.52%	2.00%	2.07	24296
- BY ADDR	92.70%	2.34%	2.85	339384	93.61%	2.28%	1.46	55454
- ATLAS	95.98%	2.12%	1.34	254952	97.43%	1.15%	0.81	36382
- DSAP	97.79%	1.25%	1.32	321132	98.13%	1.16%	0.53	16359
- CRSACCTS	92.82%	3.03%	3.74	770630	-	-	-	-
- OASISNET	86.46%	0.54%	1.74	462526	-	-	-	-
- OASISBSN	98.89%	0.26%	0.85	444804	-	-	-	-
- OASISCAR	99.41%	0.15%	0.72	380152	-	-	-	-
- OASISLPC	99.53%	0.12%	0.60	158155	-	-	-	-
- OASISMTN	99.51%	0.18%	0.86	153762	-	-	-	-
- OASISOCP	99.55%	0.07%	0.48	459277	-	-	-	-
- HAL/CRIS	-	-	-	-	11.96%	44.21%	7.06	31458
- COFI/USOC	-	-	-	-	97.96%	1.28%	0.70	12794
- PSIMS/ORB	-	-	-	-	69.35%	3.13%	1.78	5429

Note 1 CSR data is retrieved via the CRSACCTS contract in RNS and the HAL/CRIS contract in LENS. The HAL/CRIS response time shown above includes processing time for filtering and formatting CSR data which is not included in the CRSACCTS contract. RNS time reflects the handling of residence orders only, while LENS time reflects the handling of both residence and more complex business orders

Note 2 Service/feature availability is retrieved via a series of OASIS contracts in RNS and via calls to COFFI and P/SIMS in LENS

Note 3. Reporting of CSR and service/feature availability response times began in late March. April's report will contain a full month's data

Pre-Ordering and Ordering OSS REPORT PERCENT OSS INTERFACE AVAILABILITY
REPORT PERIOD 03/01/1998 - 03/29/1998

OSS INTERFACE	ACTUAL AVAILABILITY
CLEC AGGREGATE	
- LENS	100 00%
- LEO MAINFRAME	100 00%
- LEO UNIX	100 00%
- LESOG	100.00%
- EDI	100.00%
- HAL	100.00%
CLEC/BST	
- SOCS	99 75%
- BOCRIS	99.75%
- ATLAS/COFFI	99.76%
- RSAG	99.83%
- DSAP	99 64%

Ordering

<u>Reports</u>	<u>Tab</u>
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Ordering

REPORT # REJECT DISTRIBUTION INTERVAL & AVERAGE INTERVAL
REPORT PERIOD: 02/01/1998 - 02/28/1998

CATEGORY	MECHANIZED USRs								NON MECHANIZED USRs							
	0 - 4 HOURS	4 - 8 HOURS	8 - 12 HOURS	12 - 16 HOURS	16 - 20 HOURS	20 - 24 HOURS	> 24 HOURS	Avg Int (Days)	0 - 4 HOURS	4 - 8 HOURS	8 - 12 HOURS	12 - 16 HOURS	16 - 20 HOURS	20 - 24 HOURS	> 24 HOURS	Avg Int (Days)
CLUB 1																
GEORGIA																
LOCAL INTERCONNECTION TRUNKS																
RESALE																
RESALE RESIDENCE																
RESALE BUSINESS																
RESALE SPECIAL																
UNE																
UNE LOOPS WITH INP																
OTHER																
REGION																
LOCAL INTERCONNECTION TRUNKS																
RESALE																
RESALE RESIDENCE	0	0	0	0	0	0	0	0								
RESALE BUSINESS	0	0	0	0	0	0	0	0								
RESALE SPECIAL	0	0	0	0	0	0	0	0								
UNE	0	0	0	0	0	0	0	100.00%	6.04	28.57%	14.29%	0	0	0	14.29%	42.86%
UNE LOOPS WITH INP	0	0	0	0	0	0	0	0	0	50.00%	25.00%	0	0	0	25.00%	36.3
OTHER	14.42%	10.16%	11.95%	11.46%	3.85%	1.79%	44.37%	7.96	11.11%	11.11%	9.88%	8.64%	7.41%	6.17%	45.68%	4.67
CLUB AGGREGATE																
GEORGIA																
LOCAL INTERCONNECTION TRUNKS																
RESALE																
RESALE RESIDENCE																
RESALE BUSINESS																
RESALE SPECIAL																
UNE																
UNE LOOPS WITH INP																
OTHER																
REGION																
LOCAL INTERCONNECTION TRUNKS																
RESALE																
RESALE RESIDENCE	8.72%	5.70%	0.67%	1.34%	4.70%	7.05%	71.81%	16.96	4.72%	5.37%	2.50%	1.16%	5.84%	12.74%	67.46%	3.13
RESALE BUSINESS	11.80%	4.49%	0	1.12%	8.41%	11.48%	60.67%	1.38	0	0	0	0	0	0	0	0
RESALE SPECIAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
UNE	0	0	0	0	0	0	0	100.00%	6.04	9.76%	6.50%	2.03%	0.61%	7.32%	15.04%	58.54%
UNE LOOPS WITH INP	0	0	0	0	0	0	0	0	0	3.76%	6.02%	0	1.50%	15.04%	9.77%	63.91%
OTHER	14.42%	10.16%	11.95%	11.46%	3.85%	1.79%	44.37%	7.96	21.36%	4.83%	1.42%	2.38%	5.12%	11.86%	51.01%	2.92

Note 1: State interval not tracked in early stages of Ordering process for Mechanized USRs

Note 2: BST Retail report not available

Note 3: Non-mechanized ULP tracking systems does not contain TOS RIF which designates Residence vs. Business

Note 4: Present Local Interconnection Trunk data not available on a historical basis in EXACT

Note 5: USRs which do not contain the service class code in the RGTYP1 code

Ordering

REPORT PERCENT REJECTED SERVICE REQUESTS

REPORT PERIOD: 07/01/1998 - 07/28/1998

	MCHANIZED LSRs	NON MCHANIZED LSRs
CLEC 1		
GEORGIA		
LOCAL INTERCONNECTION TRUNKS ¹		
RESALE		48.61%
RESALE RESIDENCE		0
RESALE BUSINESS		0
RESALE SPECIAL		0
UNE		36.84%
UNE LOOPS WITH LNP		23.53%
OTHER ²		40.93%
REGION		
LOCAL INTERCONNECTION TRUNKS ¹		
RESALE		48.91%
RESALE RESIDENCE	0	0
RESALE BUSINESS	0	0
RESALE SPECIAL	0	0
UNE	10.00%	36.84%
UNE LOOPS WITH LNP	0	23.53%
OTHER ²	38.10%	39.90%
CLEC AGGREGATE		
GEORGIA		
LOCAL INTERCONNECTION TRUNKS ¹		
RESALE		13.85%
RESALE RESIDENCE		0
RESALE BUSINESS		0
RESALE SPECIAL		0
UNE		30.92%
UNE LOOPS WITH LNP		18.97%
OTHER ²		12.46%
REGION		
LOCAL INTERCONNECTION TRUNKS ¹		
RESALE		15.51%
RESALE RESIDENCE	2.59%	0
RESALE BUSINESS	7.75%	0
RESALE SPECIAL	0	0
UNE	6.67%	27.95%
UNE LOOPS WITH LNP	0	36.66%
OTHER ²	39.00%	14.08%
% REJECTED SERVICE REQUESTS		
BST		
GEORGIA		
LOCAL INTERCONNECTION TRUNKS ¹		
RETAIL RESIDENCE		4.80%
RETAIL BUSINESS		17.20%
RETAIL SPECIAL		0
REGION		
LOCAL INTERCONNECTION TRUNKS ¹		
RETAIL RESIDENCE		4.80%
RETAIL BUSINESS		17.20%
RETAIL SPECIAL		0

Note 1: State indicator not tracked in early stages of ordering process for mechanized LSRs.

Note 2: Non-mechanized LSR tracking system does not contain T-1's E1's which designates residence or business.

Note 3: Local interconnection Trunk data not available on a historical basis in CLEC 1.

Note 4: LSRs which do not contain the service class code in the RE-2 field.

Ordering

REPORT PERCENT FLOW-THROUGH SERVICE REQUESTS (SUMMARY)

REPORT PERIOD 02/01/1998 - 02/28-1998

	LESOG FLOW-THROUGH % (RAW DATA)	ADJUSTED FLOW-THROUGH %
CIEC AGGREGATE		
REGION	62 30%	87 40%

	FLOW-THROUGH %
BST AGGREGATE	
REGION	
- RETAIL RESIDENCE	95 20%
- RETAIL BUSINESS	82 80%

Ordering

REPORT PERCENT FLOW THROUGH SERVICE REQUESTS (DETAIL)
 REPORT PERIOD: 02/01/1998 - 02/28/1998

Company	METHOD OF RECEIPT				PROCESSING										%Initial (LEO) Rejects	%Data (LESOG) Rejects	%LESOG FIThr ("Raw")	Adjusted FlowThrough
	Name	FAX or MAIL	EDI	LENS	Total LSR's	Total Manual Processed Orders	Manual Processed Errors (LEO Flout)	Total Mech	LESOG Elig	LESOG FIThr	Total SOER Errors	CLEC SOER Errors	BST SOER Errors					
A	72	2333	0	2405	1134	1062	2333	2193	1271	922	873	49	45.5%	39.8%	58.0%	97.8%		
B	574	596	9	1179	935	361	605	584	244	340	231	109	59.7%	39.6%	41.8%	81.3%		
C	81	423	0	504	392	311	423	370	112	258	175	83	73.5%	47.3%	30.3%	77.6%		
D	137	86	0	223	216	79	86	67	7	60	40	20	91.9%	59.7%	10.4%	70.1%		
E	6	4	0	9	6	1	4	4	3	1	0	1	25.0%	0.0%	75.0%	75.0%		
F	0	3	0	3	3	3	3	0	3	3	2	1	100.0%	66.7%	0.0%	66.7%		
G	2048	0	5708	7756	3287	1239	5708	5548	4469	1079	903	176	21.7%	16.3%	80.6%	96.8%		
H	549	0	853	1402	948	399	853	846	454	392	274	118	46.8%	32.4%	53.7%	86.1%		
I	801	0	691	1492	1078	277	691	623	414	209	142	67	40.1%	22.8%	66.5%	89.2%		
J	3160	0	667	3827	3665	505	667	661	162	499	320	179	75.7%	48.4%	24.5%	72.9%		
K	3638	0	502	4140	3691	53	502	501	449	52	35	17	10.6%	7.0%	89.6%	96.6%		
L	386	0	468	854	844	458	468	468	10	458	36	422	97.9%	7.7%	2.1%	9.8%		
M	272	0	258	530	416	144	258	252	114	138	93	45	55.8%	36.9%	45.2%	82.1%		
N	58	0	246	304	79	21	246	245	225	20	13	7	8.5%	5.3%	91.8%	97.1%		
O	202	0	242	444	304	102	242	239	140	99	17	82	42.1%	7.1%	58.6%	65.7%		
P	193	0	231	424	423	230	231	231	1	230	14	216	99.6%	6.1%	0.4%	6.5%		
Q	600	0	214	814	783	183	214	197	31	166	113	53	85.5%	57.4%	15.7%	71.1%		
R	111	0	165	286	177	56	165	162	109	53	36	17	33.9%	22.2%	67.3%	89.5%		
S	11	0	117	134	105	88	117	117	29	88	59	29	75.2%	50.4%	24.8%	75.2%		
T	16	0	105	121	50	14	105	105	71	34	23	11	32.4%	21.9%	67.6%	89.5%		
U	15	0	101	116	23	8	101	101	93	8	5	3	7.9%	5.0%	92.1%	97.0%		
V	9	0	95	104	55	46	95	86	49	37	25	12	48.4%	29.1%	57.0%	86.0%		
W	533	0	84	617	557	24	84	84	60	24	16	8	28.6%	19.0%	71.4%	90.5%		
X	15	0	71	86	33	18	71	70	53	17	11	6	25.4%	15.7%	75.7%	91.4%		
Y	28	0	39	67	40	12	39	38	27	11	7	4	30.8%	18.4%	71.1%	89.5%		
Z	19	0	38	57	36	17	38	24	21	3	2	1	44.7%	8.3%	87.5%	95.8%		
AA	84	0	31	115	111	27	31	6	4	2	1	1	87.1%	16.7%	66.7%	83.3%		
BB	62	0	16	78	70	8	16	15	8	7	4	3	50.0%	26.7%	53.3%	80.0%		
CC	850	0	15	865	862	12	15	5	3	2	1	1	80.0%	20.0%	60.0%	80.0%		
DD	504	0	8	512	511	7	8	1	1	0	0	0	87.5%	0.0%	100.0%	100.0%		
EE	13	0	6	19	16	3	6	6	3	3	2	1	50.0%	33.3%	50.0%	83.3%		
FF	92	0	3	95	95	3	3	1	0	1	0	1	100.0%	0.0%	0.0%	0.0%		
GG	62	0	2	69	67	0	2	2	2	0	0	0	0.0%	0.0%	100.0%	100.0%		
HH	38	0	2	40	38	0	2	2	2	0	0	0	0.0%	0.0%	100.0%	100.0%		
II	0	0	2	2	2	2	2	0	0	0	0	0	100.0%	0.0%	0.0%	0.0%		
JJ	409	0	2	411	411	2	2	1	0	1	0	1	100.0%	0.0%	0.0%	0.0%		
KK	3	0	1	4	4	1	1	1	0	1	0	1	100.0%	0.0%	0.0%	0.0%		
UU	3354	0	1	3355	3355	1	1	1	0	1	0	1	100.0%	0.0%	0.0%	0.0%		
TOTALS	19025	3445	10993	33463	24822	5797	14438	13860	8641	5219	3473	1746	40.2%	25.1%	62.3%	87.4%		

Ordering

REPORT PERCENT FLOW-THROUGH SERVICE REQUESTS (DETAIL)

REPORT PERIOD 02/01/1998 - 02/28/1998

NOTES

METHOD OF RECEIPT - indicates method original order was received from CLEC

PROCESSING

Manual Processed Orders (Fax or Mail) - indicates orders received from the CLEC as paper LSRs

Manual Process Errors (LEO fallout) - indicates orders received electronically from the CLEC with errors which failed the LEO business rule edits
(missing or invalid LSR data) and were returned to the CLEC for correction

Total Manual Processed Orders - total of the two items above

Total Mechanized - Total orders received electronically via EDI and/or LENS

LESOG Elig - All orders (both initial, subsequent, and corrected) which are eligible for mechanized order generation

LESOG FIThr - Orders which successfully generated an error free service orders in SOCS

TOTAL SOER Errors - order which failed to generate a service orders due to LESOG or SOER errors

CLEC SOER errors - portion of TOTAL SOER errors due to CLEC data errors

BST SOER errors - portion of TOTAL SOER errors due to BST software errors

% Initial (LEO) rejects = LEO FallOut / (Total Mech)

% Data (LESOG) rejects = CLEC SOER Errors / LESOG Elig

"Raw" Flowthrough = LESOG FLThr / LESOG Elig

"Adjusted" flowthrough - projected flowthrough of CLEC orders if CLEC errors are removed

[NOTE Adjusted flowthrough is defined as (LESOG FLThr + CLEC SOER errors)/(LESOG Elig)]

Ordering

REPORT SERVICE REQUEST SUBMISSIONS PER REQUEST REPORT PERIOD: 02/01/1998 - 02/28/1998

		MECHANIZED LSRS	NON MECHANIZED LSRS
CLEC 1			
GEORGIA			
LOCAL INTERCONNECTION TRUNKS ²			
RESALE			
RESALE RESIDENCE			
RESALE BUSINESS			
RESALE SPECIAL			
UNE			
UNE LOOPS WITH LNP			
OTHER ⁴			
REGION			
LOCAL INTERCONNECTION TRUNKS ²			
RESALE			
RESALE RESIDENCE		0	
RESALE BUSINESS		0	
RESALE SPECIAL		0	
UNE		1 00	
UNE LOOPS WITH LNP		1 00	
OTHER ⁴		1 21	
CLEC AGGREGATE			
GEORGIA			
LOCAL INTERCONNECTION TRUNKS ²			
RESALE			
RESALE RESIDENCE			
RESALE BUSINESS			
RESALE SPECIAL			
UNE			
UNE LOOPS WITH LNP			
OTHER ⁴			
REGION			
LOCAL INTERCONNECTION TRUNKS ²			
RESALE			
RESALE RESIDENCE		1 12	
RESALE BUSINESS		1 05	
RESALE SPECIAL		0	
UNE		1 17	
UNE LOOPS WITH LNP		1 00	
OTHER ⁴		1 21	

Note 1: Manual tracking system does not currently capture supplemental service request submissions.

Note 2: Local Interconnection Trunk data not available on a historical basis in EXACT

Note 3: State indicator not tracked in early stages of ordering process for mechanized LSRS

Note 4: LSRS which do not contain the service class code in the REQTYPE field

Ordering

REPORT SPEED OF ANSWER IN ORDERING CENTER REPORT PERIOD 02/01/1998 - 02/28/1998

AVERAGE ANSWER TIME / MONTH (SECONDS)	
CLEARAGGREGATE	
- LOCAL CARRIER SERVICE CENTERS	73 00 Sec
BUSINESS SERVICE CENTERS	
- RESIDENCE SERVICE CENTERS	93 00 Sec
BUSINESS SERVICE CENTERS	22 00 Sec

Provisioning

<u>Reports</u>	<u>Tab</u>
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Provisioning

REPORT PERIOD: 01/01/2014 - 01/28/2014
INTERVALS: 1 DAY, 10 DAYS, 100 DAYS, 1000 DAYS, 10000 DAYS

		DISPATCHED																		
		1 DAY			10 DAYS			100 DAYS			1000 DAYS			10000 DAYS			100000 DAYS			Avg. (Days)
		10 kts	100 kts	1000 kts	10 kts	100 kts	1000 kts	10 kts	100 kts	1000 kts	10 kts	100 kts	1000 kts	10 kts	100 kts	1000 kts	10 kts	100 kts	1000 kts	
CLEC 1																				
GEORGIA																				
RESALE BUSINESS		1.17%	0	1.17%	0	0.68%	0	1.75%	0	0	0	0.58%	0	0	94.74%	100%	11.42	9.00		
LINE LOOPS WITH END REGION		1.17%	0	1.17%	0	0.58%	0	1.75%	0	0	0	0.58%	0	0	94.74%	100%	11.42	9.00		
RESALE RESIDENCE		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
LINE LOOPS WITH END		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
CLEC AVERAGE		15.29%	14.31%	14.31%	15.29%	15.29%	15.29%	15.29%	15.29%	15.29%	15.29%	15.29%	15.29%	15.29%	15.29%	15.29%	15.29%	15.29%	15.29%	
GEORGIA																				
RESALE BUSINESS		2.37%	0	2.90%	5.56%	4.02%	0	6.66%	11.11%	6.19%	5.56%	9.95%	0	67.72%	77.78%	7.96	10.67			
LINE LOOPS WITH END REGION		4.47%	0	9.50%	0	15.64%	8.33%	8.38%	0	1.91%	25.00%	4.47%	0	53.61%	66.67%	6.71	8.42			
RESALE RESIDENCE		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
LINE LOOPS WITH END		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
BST																				
GEORGIA																				
RETAIL BUSINESS		1.84%	0.79%	4.11%	3.97%	1.60%	3.44%	5.12%	4.23%	5.92%	6.08%	6.29%	4.23%	73.02%	77.25%	9.00	8.70			
RETAIL RESIDENCE		4.00%	0.66%	5.66%	5.91%	4.92%	2.84%	6.20%	6.35%	5.22%	3.94%	6.07%	4.81%	68.04%	75.49%	10.54	16.71			
LINE LOOPS WITH END REGION		1.89%	1.48%	7.45%	5.91%	9.91%	8.16%	11.74%	9.56%	11.78%	10.42%	10.04%	9.49%	47.52%	54.98%	7.03	7.28			
RETAIL RESIDENCE		4.98%	2.01%	8.11%	5.42%	13.97%	6.31%	9.42%	6.98%	10.68%	6.53%	9.35%	6.14%	43.23%	67.52%	8.01	15.31			
CLEC 1																				
GEORGIA																				
RESALE DESIGN		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
LINE DESIGN		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
LINE NON DESIGN		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
REGION		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
RESALE DESIGN		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
LINE DESIGN		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
LINE NON DESIGN		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
CLEC AVERAGE																				
GEORGIA																				
RESALE DESIGN		42.11%	0	54.76%	50%	4.76%	0	36.84%	0	5.26%	100%	0	0	15.79%	0	22.05	22.00			
LINE DESIGN		26.10%	0	54.76%	50%	4.76%	0	2.38%	50.00%	0	7.14%	0	0	2.38%	0	10.10	13.50			
LINE NON DESIGN		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
REGION		34.40%	66.67%	21.60%	0	21.20%	0	7.20%	0	4.40%	33.33%	0	0.40%	0	8.40%	0	11.52	8.67		
RESALE DESIGN		14.48%	20.00%	55.18%	40.00%	9.76%	0	6.10%	20.00%	9.45%	0	1.52%	0	3.20%	20%	11.11	13.60			
LINE DESIGN		100%	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1.00	0		
LINE NON DESIGN		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
BST																				
GEORGIA																				
RETAIL DESIGN		12.83%	13.70%	20.64%	17.24%	19.35%	24.14%	11.04%	10.34%	9.36%	11.20%	6.34%	6.90	19.80%	13.70%	25.49	26.00			
REGION		12.83%	15.63%	20.84%	14.84%	21.45%	21.88%	10.77%	2.81%	10.02%	9.39%	5.20	1.13	11.25	26.94%	22.68	31.11			
RETAIL DESIGN		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		

Note 1: CLEC 1 includes only identity of blocks with QoS defined, included with INI Design and INI Non Design based on how ordered by the CLEC.

Note 2: Avg. = sum of all values / number of days with beyond the offered date (including extended intervals for trunks).

Provisioning

REPORT - HELD ORDER INTERVAL DISTRIBUTION AND MEAN INTERVAL REPORT PERIOD: 02/01/1998 - 02/28/1998

HOLD REASON	- 15 DAYS						90 DAYS						MEAN INTERVAL (# of DAYS)
	Facilities		Equipment		Other		Facilities		Equipment		Other		
TOTAL HELD	COUNT	%	COUNT	%	COUNT	%	COUNT	%	COUNT	%	COUNT	%	(# of DAYS)
GEORGIA													
LOCAL INTERCONNECTION TRUNKS	0	0	0	0	0	0	0	0	0	0	0	0	0
RESALE RESIDENCE	2	0	0	0	0	0	0	0	0	0	0	0	1
RESALE BUSINESS	0	0	0	0	0	0	0	0	0	0	0	0	0
RESALE DESIGN	9	2	22 22%	0	0	2	22 22%	0	0	0	0	0	17
UNE DESIGN	2	1	50 00%	0	0	1	50 00%	0	0	0	0	1	50 00%
UNE NON DESIGN	0	0	0	0	0	0	0	0	0	0	0	0	0
UNE LOOPS WITH INP ¹													
REGION													
LOCAL INTERCONNECTION TRUNKS	0	0	0	0	0	0	0	0	0	0	0	0	0
RESALE RESIDENCE	2	0	0	0	0	0	0	0	0	0	0	0	1
RESALE BUSINESS	0	0	0	0	0	0	0	0	0	0	0	0	0
RESALE DESIGN	32	6	18 80%	0	0	15	46 90%	3	9 40%	0	0	11	34 40%
UNE DESIGN	4	1	25 00%	0	0	1	25 00%	0	0	0	0	1	25 00%
UNE NON DESIGN	0	0	0	0	0	0	0	0	0	0	0	0	0
UNE LOOPS WITH INP ¹													
GEORGIA													
LOCAL INTERCONNECTION TRUNKS	0	0	0	0	0	0	0	0	0	0	0	0	0
RESALE RESIDENCE	7	0	0	0	0	2	28 60%	0	0	0	0	0	14
RESALE BUSINESS	2	2	100 00%	0	0	0	0 00%	0	0	0	0	0	26
RESALE DESIGN	7	2	28 60%	0	0	1	14 30%	0	0	0	0	0	18
UNE DESIGN	2	1	50 00%	0	0	1	50 00%	0	0	0	0	1	50 00%
UNE NON DESIGN	0	0	0	0	0	0	0	0	0	0	0	0	0
UNE LOOPS WITH INP ¹													
REGION													
LOCAL INTERCONNECTION TRUNKS	0	0	0 00%	0	0 00%	0	0 00%	0	0 00%	0	0 00%	0	0 00%
RESALE RESIDENCE	20	1	5 00%	0	0 00%	10	50 00%	1	5 00%	0	0 00%	6	30 00%
RESALE BUSINESS	11	5	35 50%	0	0 00%	5	45 50%	2	18 20%	0	0 00%	5	45 50%
RESALE DESIGN	28	5	17 90%	0	0 00%	14	50 00%	3	10 70%	0	0 00%	11	39 30%
UNE DESIGN	3	1	33 30%	0	0 00%	1	33 30%	0	0 00%	0	0 00%	1	33 30%
UNE NON DESIGN	0	0	0 00%	0	0 00%	0	0 00%	0	0 00%	0	0 00%	0	0 00%
UNE LOOPS WITH INP ¹													
GEORGIA													
LOCAL INTERCONNECTION TRUNKS	0	0	0	0	0	0	0	0	0	0	0	0	0
RETAIL RESIDENCE	1667	313	18 80%	1	0 06%	63	3 80%	223	13 40%	1	0 06%	56	3 40%
RETAIL BUSINESS	178	118	66 30%	0	0 00%	8	4 50%	85	47 80%	0	0 00%	6	3 40%
RETAIL DESIGN	819	439	53 60%	1	0 10%	109	13 30%	316	38 58%	1	0 10%	95	11 59%
REGION													
LOCAL INTERCONNECTION TRUNKS	0	0	0	0	0	0	0	0	0	0	0	0	0
RETAIL RESIDENCE	4022	2679	65 60%	2	0 05%	575	14 30%	2279	56 70%	2	0 05%	504	12 50%
RETAIL BUSINESS	906	613	67 70%	4	0 44%	113	12 50%	470	52 90%	4	0 44%	85	9 40%
RETAIL DESIGN	5217	3394	65 06%	13	0 20%	856	16 41%	2826	54 17%	8	0 10%	738	14 15%

Note 1 - Currently cannot separately identify UNE Loop with INP Orders - Included with UNE Design or UNE Non Design based on how ordered by the CLEC.

Provisioning

REPORT - PERCENT MISSED INSTALLATION APPOINTMENTS

REPORT PERIOD: 02/01/1998 - 02/28/1998

	DISPATCH		NO DISPATCH		TRUNKS	
	10 CLECs	10 CLETS	10 CLECs	10 CLETS		
CLEC 1						
GEORGIA						
LOCAL INTERCONNECTION TRUNKS					0	
RESALE RESIDENCE	8.80%	0	0.42%	0		
RESALE BUSINESS	0	0	0	0		
RESALE DESIGN	0	0	0	0		
UNE DESIGN	0	0	0	0		
UNE NON DESIGN	0	0	0	0		
UNE LOOPS WITH LNP ¹						
REGION					0	
LOCAL INTERCONNECTION TRUNKS					0	
RESALE RESIDENCE	8.80%	0	0.42%	0		
RESALE BUSINESS	0	0	0	0		
RESALE DESIGN	0	0	0	0		
UNE DESIGN	0	0	0	0		
UNE NON DESIGN	0	0	0	0		
UNE LOOPS WITH LNP ¹						
CLEC AGGREGATE						
GEORGIA						
LOCAL INTERCONNECTION TRUNKS					12.31%	
RESALE RESIDENCE	12.12%	5.56%	0.60%	0		
RESALE BUSINESS	3.35%	8.33%	7.86%	0		
RESALE DESIGN	21.05%	0	20.00%	0		
UNE DESIGN	9.52%	0	0	0		
UNE NON DESIGN	3.81%	20%	0	0		
UNE LOOPS WITH LNP ¹						
REGION					5.53%	
LOCAL INTERCONNECTION TRUNKS					5.53%	
RESALE RESIDENCE	11.04%	2.70%	1.52%	0		
RESALE BUSINESS	4.96%	6.67%	3.53%	3.85%		
RESALE DESIGN	10.00%	0	13.13%	0		
UNE DESIGN	3.81%	20.00%	0	0		
UNE NON DESIGN	0	0	0	0		
UNE LOOPS WITH LNP ¹						
BST						
GEORGIA						
LOCAL INTERCONNECTION TRUNKS					14.67%	
RETAIL RESIDENCE	11.12%	6.61%	0.02%	0		
RETAIL BUSINESS	6.75%	6.78%	0.24%	1.30%		
RETAIL DESIGN	12.24%	10.34%	6.36%	40%		
REGION					11.06%	
LOCAL INTERCONNECTION TRUNKS					11.06%	
RETAIL RESIDENCE	10.74%	8.40%	0.05%	8.33%		
RETAIL BUSINESS	6.94%	9.15%	0.22%	0.44%		
RETAIL DESIGN	11.06%	11.72%	9.22%	18.18%		

Note 1: Currently cannot separately identify UNE Loop with LNP Orders. Included with UNE Design or UNE Non Design based on how ordered by the CLEC.

Note 2: Dispatch / No Dispatch categories are not applicable to Trunks.

Provisioning

REPORT - PERCENT PROVISIONING TROUBLES WITHIN 30 DAYS OF INSTALLATION
REPORT PERIOD: 02/01/1998 - 02/28/1998

	DISPATCH (%)	NO DISPATCH (%)	TOTAL (%)	TRUNKS ²
GEORGIA				
LOCAL INTERCONNECTION TRUNKS				0
RESALE RESIDENCE	38.15%	2.01%	6.58%	
RESALE BUSINESS	0	0	0	
RESALE DESIGN	0	0	0	
UNE DESIGN	0	0	0	
UNE NON DESIGN	0	0	0	
UNE LOOPS WITH LNP ¹				
REGION				
LOCAL INTERCONNECTION TRUNKS				0
RESALE RESIDENCE	38.15%	2.01%	6.58%	
RESALE BUSINESS	0	0	0	
RESALE DESIGN	0	0	0	
UNE DESIGN	0	0	0	
UNE NON DESIGN	0	0	0	
UNE LOOPS WITH LNP ¹				
GEORGIA				
LOCAL INTERCONNECTION TRUNKS				0
RESALE RESIDENCE	37.60%	0.90%	5.30%	
RESALE BUSINESS	32.60%	5.80%	10.60%	
RESALE DESIGN	0	0	0	
UNE DESIGN	31.71%	0	31.71%	
UNE NON DESIGN	0	0	0	
UNE LOOPS WITH LNP ¹				
REGION				
LOCAL INTERCONNECTION TRUNKS				1.46%
RESALE RESIDENCE	42.00%	13.00%	6.10%	
RESALE BUSINESS	19.00%	3.80%	6.80%	
RESALE DESIGN	0	0	0	
UNE DESIGN	3.72%	0.64%	4.36%	
UNE NON DESIGN	0	0	0	
UNE LOOPS WITH LNP ¹				
GEORGIA				
LOCAL INTERCONNECTION TRUNKS				0.12%
RETAIL RESIDENCE	58.40%	2.00%	5.30%	
RETAIL BUSINESS	46.30%	3.80%	9.80%	
RETAIL DESIGN	2.22%	0.53%	2.75%	
REGION				
LOCAL INTERCONNECTION TRUNKS				0.25%
RETAIL RESIDENCE	47.40%	1.80%	4.80%	
RETAIL BUSINESS	33.50%	3.50%	8.10%	
RETAIL DESIGN	2.84%	0.77%	3.72%	

Note 1: Currently cannot separately identify UNE Loop with LNP Orders. Included with UNE Design or UNE Non Design based on how ordered by the CLEC.

Note 2: Dispatch / No Dispatch categories are not applicable to Trunks